

GM SERVICE AND PARTS OPERATIONS

DCS1130

URGENT DISTRIBUTE IMMEDIATELY

Date: February 13, 2004

Subject: Recall #03062 - Power Steering Gear Lower Pinion Bearing
Separation Availability of Essential Tool J-44714-B

To: All Chevrolet, Pontiac, Oldsmobile and Buick Dealers

ATTN: Service Manager, Parts Manager

This message provides information on the availability of essential tool J-44714-B (Pinion Bearing Replacer Kit) that is used in Recall # 03062 (Power Steering Gear Lower Pinion Bearing Separation). It also provides information on the availability of just the 2-legged puller "cage" portion of the tool.

Last year all Chevrolet, Pontiac and Oldsmobile dealers each received two complete J-44714-B tool kits. The kits were for use in Recall # 02049 which involved certain Chevrolet, Pontiac and Oldsmobile model vehicles. Each kit consisted of one complete remover tool and one installer tool.

Just prior to the release of Recall # 03062, Buick dealers that were not involved with the earlier recall (# 02049) were also shipped two complete J-44714-B tool kits. The kits are for use on the Buick models included in Recall # 03062. Each kit consisted of one complete remover tool and one installer tool.

Today we were advised that SPX-Kent-Moore (the supplier of the tool) has received numerous orders requesting COMPLETE replacement tool kits (J-44714-B), and as a result a back order situation has developed. Based on the current number of requests received for COMPLETE replacement tool kits, it is anticipated that the back order condition may continue until approximately March 19, 2004.

However, please be advised that the 2-legged puller cage portion (CO-502042) of the complete tool is currently available and can be ordered from Kent-Moore at this time. See Figure 5 in Recall # 03062 for an illustration of the 2-legged puller cage (CO-502042).

if you recently ordered a COMPLETE (J-44714-B) tool kit when you really only needed the 2-legged puller cage, please advise the Kent-Moore Representative when you call 1-800-GM-TOOLS.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

Dealer TO: ALL CHEVROLET, PONTIAC, OLDSMOBILE AND BUICK DEALERS

Salutation:

ATTN: SERVICE MANAGER, PARTS MANAGER

GM SERVICE AND PARTS OPERATIONS

DCS1134

URGENT DISTRIBUTE IMMEDIATELY

Date: February 20, 2004

Subject: Recall # 03062 - Power Steering Gear Lower Pinion Bearing Separation, Availability of Essential Tools, Tool Usage and Labor Time Information.

To: All Chevrolet, Pontiac, Oldsmobile and Buick Dealers

ATTN: Service Manager, Parts Manager

This message provides additional information that was in Administrative Message WIR 20040010 sent Friday, February 13, 2004.

At the present time Kent-Moore is experiencing heavier than normal phone orders for tools. If you attempting to order Replacement Puller Legs/Cages (CO-502042) or Complete Pinion Bearing Replacement Kits (J-44714-B), for use in GM Recalls 02049 or 03062, you can expedite your order by faxing it to 1-800-578-7375.

Replacement puller legs/cages are currently in stock and an order for up to four (4) pieces will be shipped immediately to you. Please only order what you actually need.

In addition Kent-Moore has received calls stating that the tools described above do not work on the 97-98 Chevrolet Malibu lower pinion bearing. We have also received calls inquiring whether setting toe-in is included in the labor time allowances listed.

Please be advised that actual vehicles involved in this recall, including the different engine options available in them, were used for developing the service procedures and labor time allowances included in the bulletin. Additionally, the same tool and 2-legged puller cage was used on all vehicles (including the Malibu/Cutlass) without a problem being encountered. Be sure to review the pdf file attached below for proper use of the tool.

With regards to setting toe-in, the labor for performing this step IS included in the labor time allowance listed for all models in recall # 03062. For those interested in a breakdown, the amount of time given for setting toe-in is as follows:

1987-98 Malibu/Cutlass	36 1/2 minutes
1996-98 W-cars	39 1/2 minutes

Remember, the times listed above ARE already included in the labor time allowances listed in the Claims Information section of the recall bulletin. Therefore there IS NOT an "add condition" for setting toe-in.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

Instructions for J-44714-B 2-Leg Pinion Bearing Remover

STEP 1 Read and understand the Service Procedure in Campaign Bulletin 02049

STEP 2 Loosen adjuster locknut and adjuster plug before tool use. Failure to loosen this adjuster plug increases the extraction force needed to remove the bearing (*See Fig. 1*)

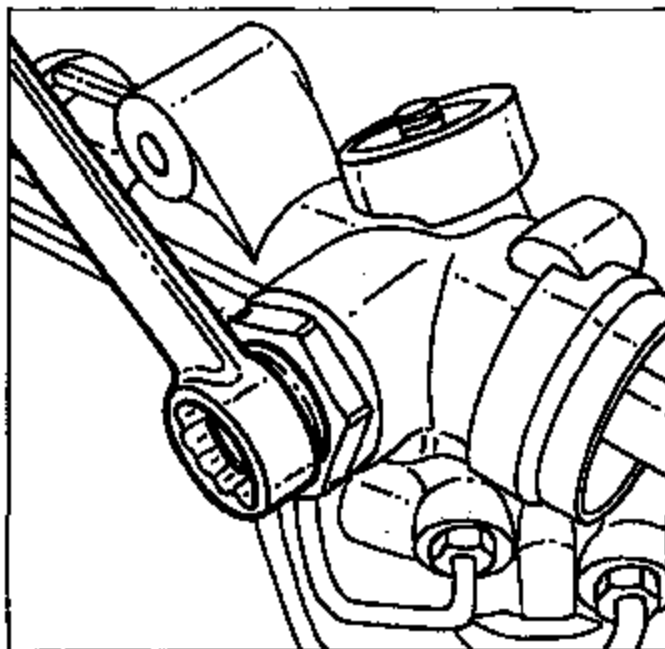


Figure 1

STEP 3 Remove dust cap carefully. Damage to the bearing bore from careless dust cap removal will make bearing removal nearly impossible and will result in damage to the tool.

STEP 4 Only use snap ring pliers to remove the snap ring, retaining the bearing. The use of any other tool can damage the bearing bore making it nearly impossible to remove the bearing. Damage to the bearing bore from improper snap ring removal will result in damage to the tool.

STEP 5 Use small pick to remove bearing retainer. (*See Fig. 2*)

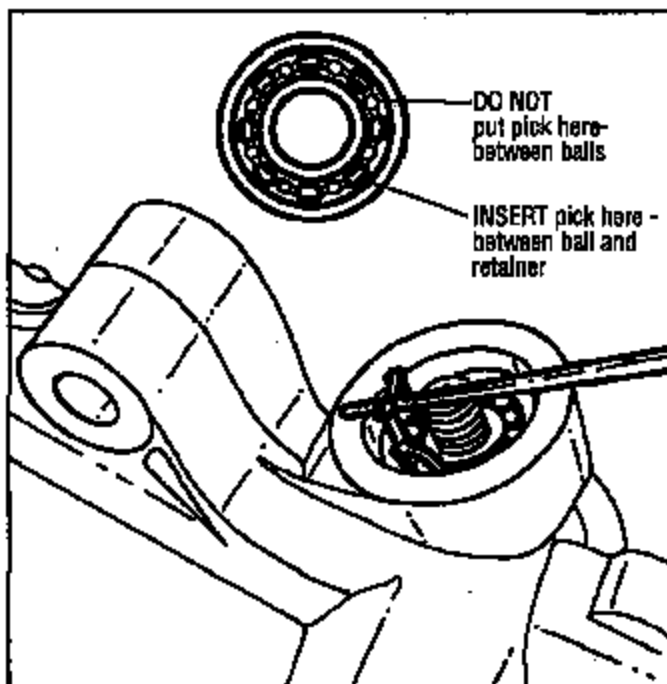


Figure 2

(Continued on Back)

- STEP 6** Separate the 2 legged puller from the center nut before installing the puller into the bearing. Move the bearing balls to accommodate the 2 legged puller. (See Fig. 3)

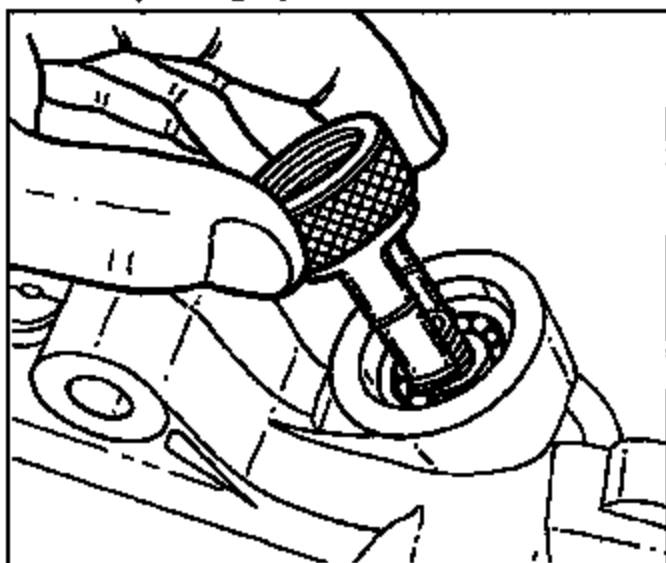


Figure 3

- STEP 7** With the forcing screw backed off, screw in the center nut and tighten until the nut bottoms against the 2 legged puller. (See Fig. 4)

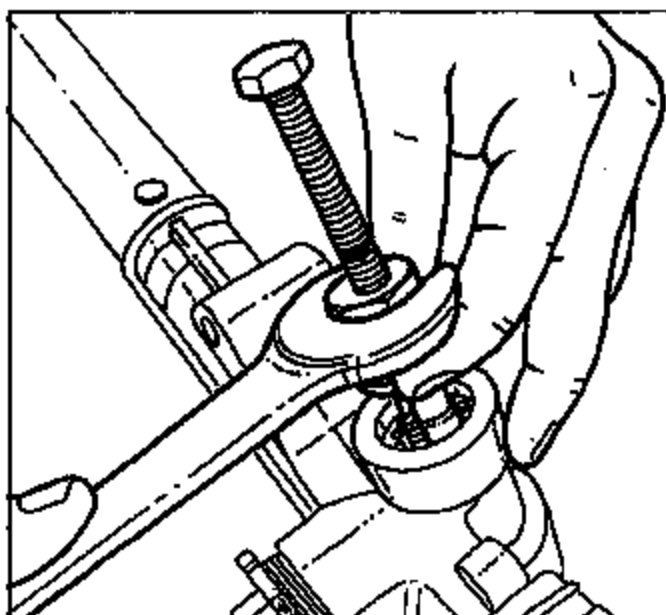


Figure 4

- STEP 8** If possible, hold the center nut with a wrench while turning the forcing screw (See Fig. 5)

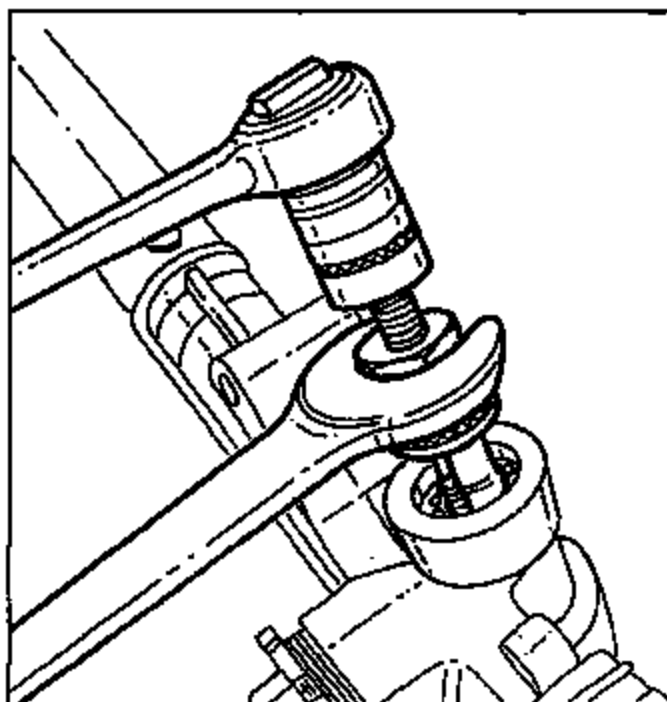


Figure 5

- STEP 9** If the bearing does not move during the first few turns of the forcing screw—or the bearing stops moving after the bearing initially “pops loose” and starts moving, do not continue to tighten the forcing screw. Remove the extraction tool and use the Installation tool to reset the bearing. Reinstall the extraction tool and try again.

IMPORTANT: Once bearing is removed, be sure there is no debris in the pinion bearing bore.

SPX KENT-MOORE

SPX Corporation • 655 Eisenhower Drive • Owatonna, MN 55060-0995 • Phone 800-345-2233 • Fax 800-578-7375

Dealer TO: ALL BUICK, CHEVROLET, OLDSMOBILE AND PONTIAC DEALERS

Salutation:

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR

GM SERVICE AND PARTS OPERATIONS

DCS1140

URGENT DISTRIBUTE IMMEDIATELY

DATE: March 2, 2004

SUBJECT: 03062 / Product Safety Recall
Power Steering Gear Lower Pinion Bearing Separation
Clarification of Courtesy Transportation Eligibility

MODELS: 1996 - 1996 Buick Regal
1997 - 1998 Chevrolet Lumina, Malibu and Monte Carlo
1997 - 1998 Oldsmobile Cutlass
1996 - 1997 Oldsmobile Cutlass Supreme
1998 Oldsmobile Intrigue
1996 Pontiac Grand Prix

TO: All Buick, Chevrolet, Oldsmobile and Pontiac Dealers

ATTENTION: Service Manager, Parts Manager and Warranty Administrator

Recall 03062 was announced by General Motors on January 29, 2004 via GM Administrative Message WIR20040004. Attached to that message was a PDF file containing the subject bulletin.

Within the Claim Information Section of the bulletin, there was language referencing how dealers should submit a claim for reimbursement of Courtesy Transportation expense. This information was included in error and should be disregarded.

The vehicles involved in this recall are beyond warranty coverage guidelines and are no longer eligible for Courtesy Transportation. This error has been corrected in the GM Service Information System (SI) version of the bulletin, which should be printed as needed to replace all copies of the original bulletin at your dealership.

Of course, on a case-by-case basis, exceptions can be made relative to providing Courtesy Transportation for this recall, however, approval from your Area Service Manager will be required.

Please contact the GM Dealer Business Center at 1-888-414-6322 (Prompt #3) if you have questions about this message.

END OF MESSAGE

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